

A QUANTITATIVE ANALYSIS ON THE CORRELATION BETWEEN INDUSTRIAL EXPERIENCE AND STRESS LEVEL CHANGES IN BANKING INDUSTRY

Gopika G.

*Lecturer, Amrita Vishwa Vidyapeetham,
Amrita School of Arts and Sciences, Kochi (India)*

ABSTRACT

Nowadays the corporate sector is thriving at a high speed that the working class has to work for lingering hours to maintain the standard of living and achieve their basic needs. So is the condition in the hospitals, colleges, BPO's and lots of other places. Despite having the modern technological innovations, people have a feeling of over loaded with work and stressed out. The banking sector is of no exemption. An attempt has been made through this research paper to know the experience level of employees and the relative effect of experience on stress level changes. It is found that maximum number of employees in banks is under stress. Majority of the employees try to find solution to relieve them from stress. Also the measures are also suggested in the paper to overcome stress that affects their physical and mental health.

Key Words: *Banking Sector, Workplace Stress, Innovation, Experience*

I INTRODUCTION

1.1 In the present dynamic environment, workplace stress is becoming a major issue and a matter of concern for the employees and the organizations. With the advent of industrialisation and privatization, pressure in the urban areas, quantitative growth in population and various problems in day to day life are some of the reasons for increase in stress. Stress is a condition of strain that has a direct bearing on emotions, thought process and physical conditions of a person. Steers indicate that, "Occupational stress has become an important topic for study of organizational behavior for several reasons." 1. Stress has harmful psychological and physiological effects on employees, 2. Stress is a major cause of employee turnover and absenteeism, 3. Stress experienced by one employee can affect the safety of other employees, 4. By controlling dysfunctional stress, individual and organization can be managed more effectively.

During the past decade, the banking sector had under gone rapid and striking changes like policy changes due changes in the economic environment. Due to the paradigm shift in the work environment, the employees in the

banking sector are experiencing a high level of stress. The advent of technological revolution in all walks of life coupled with LPG policies has drastically changed traditional and conventional patterns in all sectors. The banking sector is of no exemption. The shift in the work culture compelled the banking sector to reform and adjust to have a competitive edge to cope with multinationals led environment. The implications of the above said transformations have affected the social, economical and psychological domains of the bank employees and their relations. Evidence from existing literature states that more than 60% of the bank employees have one or other problem directly or indirectly related to these drastic changes. All the factors discussed above are prospective attributes to cause occupational stress and related disorders among the employees which can be possibly reduced through proper training and induction programme. Although a lot of studies have been conducted on the psychosocial side of the new policy regime in many sectors, there are only few studies, as far as the banking sector is concerned, while the same sector has been drastically influenced by the new policies.

In the juncture, this study is undertaken to address specific problems of bank employees related to occupational stress. This throw light in to the pathogenesis of various problems related to occupational stress among bank employees.

1.2 Rationale

The employees are the most important assets of the organization. Organizational role stress influences behaviour of the people working in an organization and thereby affects performance, satisfaction and attitude of the people. This study will help to understand the level of stress among the workers derived from insufficient and outdated training methods. The purpose of this paper is an attempt to investigate and to compare the correlation between the industrial experience and stress level changes experienced by the employees of the banks.

1.3 Objectives of the study

1.3.1 Primary Objective

- The primary aim for the study is to analyze the level of stress among the bank employees

1.3.2 Secondary Objective

- To assess the effect of stress in work caused due to lack of experience
- To study the different types of stresses undergone by the employees
- To identify the stressors for employees and which stressors contribute most towards stress.
- To suggest ways and means of coping with various types of stresses.

1.4 Scope of the study

United States National Institute of Occupational Safety and Health has defined workplace stress as “The harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury.” Stress can be brought about

by pressures at home and at work. Stress at work can be a real problem to the organization as well as for its workers. Good management and good work organization are the best forms of stress prevention. This study is helpful in assessing the extent of stress experienced by the employees.

1.5 Methodology of the Study

1.5.1 Population

The population selected for this particular study is employees from 100 private and public sector banks in Ernakulam.

1.5.2 Research Design

The study is explorative as well as descriptive in nature.

1.5.3 Sample Design

The particulars of sample design,

1. TYPE OF UNIVERSE : Finite.
2. SAMPLING UNIT : Ernakulam
3. SOURCE LIST : Bank Employees
4. SIZE OF SAMPLE : 100
5. PARAMETER OF INTEREST : In estimating the number of persons being stressed in their jobs.

1.6 Tools of Data Collection

A pilot testing will be conducted initially by administering the questionnaire on around 10 numbers of respondents. Interviews will be conducted with the employees for gathering information on their perception about their organization and the problems which they face both directly and indirectly in the discharge of their responsibilities. The respondents will be questioned on the issues affecting the stress levels of the employees, impact of external pressures on their work, expectations from their roles, up to what extent they are satisfied and possible suggestions for overcoming the adversities of stress by evaluating the individual initiatives and organizational initiatives.

- **Source Of Data**

The study will consist of both primary and secondary data. The primary data will be collected by direct interview through questionnaire. The secondary data was collected from research publications, standard journal and periodicals including the government organizations and from respective records about the job related occurrence.

- **Research Instrument- Questionnaire Method**

The instrument will be administered in the workplaces of each group. Data will be collected from the employees. Data will be collected using a structured questionnaire, which will be distributed in the workplace to the branch heads in Ernakulam city.

- **Analysis of Data**

The data will be analyzed to determine any differences between the stress levels of the branch managers and their impact on reducing stress.

1.7 Limitations of the study

- There is a limitation of time.
- Inherent limitations of Sampling
- The response obtained from the questionnaire may suffer from personal bias which will distort the results.
- The questionnaire may contain incomplete responses which will cause incorrect or misleading results.
- Due to limited geographical area sample size generalization is impossible.

II LITERATURE REVIEW

Organizations are managed and staffed by people. Without people organization cannot exist. Indeed, the challenge, the opportunity and also the frustrations of creating and managing organizations frequently stem for the mistaken belief that people are all alike that they can be treated identically. Even within a single physical category there will be enormous variability in psychological characteristics. Some will be screamers and others will be reserved, some will be intelligent and others average, etc. The point is that these differences demand attention so that each person can maximize his or her potential, so that the organizations can maximize their effectiveness, so that the society as a whole can make the wisest use of its human resources.

2.1 Stress

Stress is a general term applied to pressures people feel in life. The presence of stress at work is almost inevitable in many jobs. When pressure begins to build up it can cause adverse strain on one's emotions, thought process and physical conditions. They are easily provoked to anger and unable to relax. They may be non-co-operative although these conditions also occur from other causes which are common symptoms of stress.

2.2 Definition

Hans Selye(1956)¹ was one of the founding fathers of stress research. His view in 1956 was that "stress is not necessarily something bad – it all depends on how you take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental." Selye believed that the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative.

2.3 Symptoms of Stress

Stress is associated with physiological symptoms, characteristic of sympathetic nervous system activity. These symptoms related to the flight response and are summarized below, together with the psychological symptoms of

stress, both the subjective (how a person feel) and the behavioral (how a person acts), although there is some overlap in these areas.

2.4 Types of Stress

Stress is a biological term which refers to the consequences of the failure of a human or animal body to respond appropriately to emotional or physical threats to the organism, whether actual or imagined. It includes a state of alarm and adrenaline production, short-term resistance as a coping mechanism, and exhaustion. It refers to the inability of a human or animal body to respond. Common stress symptoms include irritability, muscular tension, inability to concentrate and a variety of physical reactions, such as headaches and accelerated heart rate.

Two types of stress may be distinguished:-

2.4.1 Acute Stress

Acute stress is usually for short-time and may be due to work pressure, meeting deadlines, pressure or minor accident over exertion, increased physical activity, searching something but misplaced it or similar things. Symptoms of this type of tensions are headache, back pain, stomach problems, rapid heartbeat, muscle aches or body pain, hypertensions, chest pains, heart diseases, etc. Acute stress is common in people who take too many responsibilities and are over loaded or overworked, disorganized, always in hurry and never on time. These people are generally in position of importance at their workplace and stressful lifestyle is inherent in them.

2.4.2 Chronic Stress

This type of stress is the most serious one. Chronic stress is a prolonged stress that exists for weeks, months, or even years. This stress is due to poverty, broken or stressed families and marriages, chronic illness and successive failures in life. People suffering from this type of stress get used to it and may even not realize that they are under chronic stress. It is harmful to their health. Chronic stress is stress that lasts a long time or occurs frequently. Chronic stress is potentially damaging.

2.4.3 Stress Management

Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks. Moreover, be it our anxiety, mind-body exhaustion or our erring attitudes, we tend to overlook causes of stress and the conditions triggered by those. In such unsettling moments we often forget that stressors, if not escapable, are fairly manageable and treatable.

Stress, either quick or constant, can induce risky body-mind disorders. Immediate disorders such as dizzy spells, anxiety attacks, tension, sleeplessness, nervousness and muscle cramps can all result in chronic health problems. They may also affect our immune, cardiovascular and nervous systems and lead individuals to habitual addictions, which are inter-linked with stress. Like "stress reactions", "relaxation responses" and stress management techniques are some of the body's important built-in response systems. As a relaxation response the body tries to get back balance in its homeostasis. Some hormones released during the 'fight or flight' situation prompt the body to replace

the lost carbohydrates and fats, and restore the energy level. The knotted nerves, tightened muscles and an exhausted mind crave for looseness. Unfortunately, today, we don't get relaxing and soothing situations without asking. To be relaxed we have to strive to create such situations.

2.4.4 Banking Industry

Banks are among the top ten high stress workplaces in India. Elucidating the causes of occupational stress is important not only for its potential implications for stress management at banks but also for enhancing an understanding of strategic human resource management. The massive and speedy expansion and diversification of banking has not been without its strains.

The banking industry is entering a new phase in which it will be facing increasing competition from non-banks not only in the domestic market but in the international markets also. The operational structure of banking in India is expected to undergo a profound change during the next decade. With the emergence of new private banks, the private bank sector has become enriched and diversified with focus spread to the wholesale as well as retail banking. The existing banks have wide branch network and geographic spread, whereas the new private banks have the clout of massive capital, lean personnel component, the expertise in developing sophisticated financial products and use of state-of-the-art technology.

III RESULTS AND DISCUSSIONS

This paper also includes an analysis of data. The information collected were analyzed and interpreted in tabular form for arriving at a conclusion on the topic.

1. Distribution Showing The Relationship Between Industry Experience And Stress Level

Table No. 1

Yes	No	No response
79	21	0

Majority of the employees are of the opinion that there is a relation between the organizational experience and stress level.

2. Distribution Exhibiting The Stress Level Changes Of Employees When They Are Provided With Work Which They Lack Experience And Training

Table No. 2

Yes	No	No response
90	10	0

90% respondents believe that they are not in a position to undertake the duties and responsibilities in which they lack experience and training.

3. Distribution Showing The Opinion Of Employees Regarding The Stress Relieving Measures To Be Employed By Management

High Salary	Recruit supportive staff	Training	Reduce Work Load
28	10	50	12

The bank employees suggested certain stress relief measures as a tool of stress management. Training

IV FINDINGS & SUGGESTIONS

4.1 Findings

1. 79% of the employees were of the opinion that with the increase in the experience level in the industry the stress will reduce. With the increase in industrial experience, the employees get used to the major uncertainties and are able to avoid the same.
2. 70% of the respondents responded that they would get tensed when provided with some unplanned work.
3. The employees in banks need training or experience in the job, otherwise they would get stressed out as the job is monotonous.
4. The employees are of the view that in order to relieve the employees from stress, 28% the respondents was of the opinion that the management will have to increase salary. 50% of the employees opted for better training methods while the rest 12% had an opinion to reduce the work load and 10% request for a supportive staff.

4.2 Implication of Stress

1. Physical problems and health problems like heart diseases, ulcers, arthritis, increased frequency of drinking and smoking, cardiovascular, gastrointestinal, endocrine and other stress related disorders
2. Psychological and behavioral problems: psychological problems like change of moods, inferiority complex, widespread resentment, reduced aspirations and self esteem, reduced motivation and job skills.
3. Organisational job dissatisfaction, behavioral problems, production turn over, increased absenteeism, increased accidents, lower productivity.

4.3 Suggestion and Recommendations

1. The organization must introduce Employee Assistance Programmes (EAPs) and stress control workshops accordingly to the level of employees, because there is a strong relation between the level of stress and level of employees. EAP includes counseling employees who seek assistance on how to deal with alcohol and drug abuse, managing personal finances, handling conflicts at the work place, dealing with marital and other family problems, and coping with health problems.
2. Take adequate steps to redesign jobs, which are taxing to employees' abilities and capacities.
3. Adequate role clarification to be made whenever necessary to eliminate role ambiguity.

4. Introduce more job oriented training programs, which improve employees' skill and their confidence to work effectively.
5. Encourage open channel of communication to deal work related stress.
6. Undertake stress audit at all levels in the organization to identify stress area improving conditions of job and alleviating job stress.

V CONCLUSION

The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependant on the well being of the employees. The well-being is influenced by occupational stress and job satisfaction. In an age of highly dynamic and competitive world, employees are exposed to all kinds of stressors that can affect them on all realms of life.

Stress in the work place has become the black plague of the present century. Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like. Most of the employees were not satisfied with the grievance handling procedure of the organization which was found by the unstructured interview. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well-being and health of the employees, in the coming future the banking industry would make more revenue as well as employee retention, because it is said that,

“A Healthy Employee is a Productive Employee”

REFERENCES

BOOKS:

1. Selye, H. (1974). “Stress without Distress.” Harper and Row Publications, U.S.A
2. Khanka, S.S.(2009). Organisational Behaviour, S.Chand., New Delhi, 319

JOURNAL PAPERS:

1. Chowdhury, N. and Menon, S. (1997), Beating Burnout, India Today, 9 June, 86
2. Dayo, Akintayo(2012), Working environment, workers' morale and perceived productivity in industrial organizations in Nigeria, Education Research Journal Vol. 2(3), 87-93.
3. Dr. K. Chandrasekar (2011), "Workplace environment and its impact on organisational performance in public sector organisations", International Journal of Enterprise Computing and Business Systems, Vol. 1, Issue 1, January 2011.
4. Kang L.S., Sandhu R.S., (October 2011), The Indian Journal of Industrial Relations, Vol. 47, No. 2, 329-340,
5. Garg P., (Sep 2010), Case Study, Vol 3, Punjab, 52-58
6. Kathirvel N,(2009), The IUP Journal of Management Research, Vol. VIII, No. 11, 28-44
7. Neelamegam R and Asrafi S,(2010), The IUP Journal of Management Research, Vol. IX, No. 5, 57-69